

SANTA'S WORKSHOP PERSONAL APPEARANCE AND WARDROBE POLICY 2025

WELCOME to Santa's Workshop! We are glad that you have expressed an interest in joining us! Before we get started, we need to let you know we have high standards of cleanliness, dress, and appearance that must be met on a daily basis.

Everyone is a Cast Member:

As you know Santa's Workshop is a Christmas-themed amusement park for families with small children. We provide fun for children who look forward to Christmas with impatient excitement. Everyone who works in the park plays an important role in creating this special feeling of Christmas for our guests to enjoy. When you are in the park, it is as though you are playing a part on a stage and everyone in the park is your audience. Just as surely as the Peppermint Slide and Santa himself help to create the magical image of the North Pole, so does your personal appearance.

General Appearance Guidelines:

All employees are expected to look their very best on a daily basis, i.e., clean and neat. Your appearance matters regardless of whether you are walking in the parking lot or "on the clock" to our guests. Tattoos are permitted in good taste. This will be at management's discretion. If asked tattoos will need to be covered at all times. Facial piercings are also permitted in good taste, at management's discretion.

General Appearance:

If you have a beard, mustache, or goatee, you must keep it clean, trimmed, and groomed. Shaggy, unkempt, untrimmed facial hair is not permitted.

Hair length: Long hair is acceptable as long as it is neat and clean. All employees working rides, food and candy kitchen will need long hair tied up in a ponytail. Ball caps or visors will be issued for those working in rides or food or the candy kitchen. Use good taste in your hair color and style.

Your makeup should look fresh and reflect the type of character you are portraying. Your makeup should project a wholesome image.

General Uniform and Costume Guidelines:

Your uniform or costume must receive the same meticulous care that you give to preparing yourself for work. All clothing items must be clean & ironed. Soiled or dirty clothes are not acceptable to wear in the park. Wearing of deodorant is mandatory.

North Pole ball caps must be in good shape, (i.e., no dirty, holey, etc. caps will be allowed). When wearing the approved North Pole hat the bill must be facing-forward and parallel to the ground. Belts are to be worn if your pants or shorts have belt loops. Shirts are to be tucked in tightly. Uniforms must fit properly; you should not wear tight-fitting or oversized clothing.

Don't leave home and then remember that you have forgotten something, such as your hat, nametag, or shirt. You will not be able to work until you are in full uniform.

Optional Summer Uniform:

Black shorts are an optional summer uniform for outdoor park personnel, village crew and food service (counter only) employees. If you elect to wear shorts, they are to be purchased, laundered and maintained by you. The shorts must be no higher than 3 to 4 inches above the knee. You may not wear cutoffs or athletic shorts of any kind. If you are unsure if your shorts are acceptable, see a member of management.

Food Service Uniform:

Health department regulations require a hair net, scarf, or hat to be worn with your uniform at all times. Grill cooks are required to wear long pants (shorts are not an option). Aprons or chefs coat must be worn. Hats and aprons must also be worn in the candy kitchen when preparing fudge or roasted nuts.

Shop/Cashier Uniform:

Shop personnel must wear the provided Santas Workshop polo shirt or hoodie/crew. If you would like extra, you may purchase the red I believe in Santa shirts and wear those as well. You will not be permitted to wear anything just because it says North Pole. Shop supervisors may wear other shirts if they are also wearing a red smock.

Dressing for Cold or Rainy Weather:

Even during the summer, the weather can quickly turn unexpectedly cold and/or wet. Outdoor Park Personnel are strongly encouraged to keep an extra pair of pants and the sweatshirt available to change into at any time. These t-shirts and sweatshirts are the only outer garments that are authorized for wear. You will be provided with a raincoat when it rains.

Pants:

Employees are responsible for furnishing their own pants. Santa's Workshop will not reimburse an employee for any pants purchased. You may only wear black jeans or black slacks. All pants must be in good condition (i.e.: no holes, tears, patches, etc.). *Baggy, oversized, low rise, blue jeans, yoga pants, and sweatpants, are not acceptable.*

Shoes:

During the summer, tennis shoes are acceptable for all employees. Sandals cannot be worn by any employee. During the winter, employees that are working outdoors are encouraged to wear waterproof and insulated boots and shoes. All footgear must be properly laced and tied.

Failure to Maintain Proper Appearance:

While we seldom experience a problem with an employees' appearance, it is none-the-less important to mention, up front, the result of not meeting the appearance guidelines.

- ❖ The first time an improper appearance is noted, your supervisor will inform you of the corrections that need to be made by the next day at the latest.
- ❖ A second occurrence will result in the matter becoming a written record.
- ❖ A third occurrence can result in termination.

Employees are expected to make on the spot corrections of any item that is not in accordance with this policy. Remember if you forget a wardrobe item, you will have to clock out and return home to get the item and then return to work. If for any reason a second name tag, hat, or shirt must be issued, the cost of the item is deducted from the employee's pay.

Cell Phones:

Cell phones may be taken into the park by employees. The only time you are allowed to be on your phone is during your breaks, away from the public. You are not permitted to walk through the park on your phone. (i.e. break areas, dressing room). You are not allowed to have your phone out in ANY work area.

Purses/Backpacks:

I-pods, books, magazines, televisions, radios, and other personal items are not allowed in the park. If you bring a backpack, it must be left in the breakroom, you may not carry it with you.

Sunscreen:

Personnel working outdoors are strongly encouraged to wear sunscreen. There is sunscreen available in the clock in room.

Watches:

We prefer all employees to wear a watch to keep track of your break times and to avoid a constant use of phones to know the time.

Wardrobe Items:

A hoodie, a minimum of two North Pole shirts, one hat or visor, and nametag will be loaned to all Outdoor Park Personnel. A minimum of two North Pole shirts, one hat and nametag will be loaned to all Food Service personnel. If an employee needs their hat replaced for any reason, it must be purchased.

The following wardrobe items are loaned to you, you may purchase extra if needed.

Hoodie (first one is loaned) North Pole ball cap (first one is loaned)
Name tag (first one is loaned) Crew (first one loaned to shop personnel)
Polo Shirts (minimum 2 loaned)

The employee furnishes the following wardrobe items:

Pants or slacks

Shorts

Replacement items may be purchased in the office. Replacement name tags must be purchased before you go into the park. Replacement wardrobe may be paid for or taken out of your check. Extra nametags can be turned in at the end of the season for credit back.

Nametags: \$4.50

Hat: \$13.75

Visor: \$12.25

Shirt: \$16.00

Crew: \$13.00

Hoodie: \$16.50

Care & Maintenance of Costumes:

All employees wearing uniforms will maintain their own uniforms. If your uniform is stained, damaged or faded, see Josh for a replacement.

Wardrobe Vouchers:

Items that are loaned to you are signed out on a wardrobe voucher. You are to return all of these items at the end of your employment to receive your final paycheck.

Returning Loaned Items:

At the end of your employment, the items that were loaned to you must be returned to the office. This includes all shirts and hoodie. Each returned item will be inspected and checked off your original sign out voucher. In order to receive your final paycheck all wardrobe items must be turned in. The employee will pay the cost of loaned items that are not returned in cash before the final check can be picked up.

Lockers:

There are lockers in the front ride break room as well as the back ride break room. Shop and female food personnel may also use lockers in the girls dressing room. You must provide your own lock.